



# Department of Human Resources & Civil Service

## Promotional Exam Announcement

Please Post Conspicuously

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### Monroe County Department of Human Services

#### P-75630

#### Financial Assistance Services Coordinator

Application Fee:	None
Examination Date:	March 28, 2015
Application Deadline:	February 3, 2015 – Applications must be submitted online or filed in our office by 5PM or postmarked by this date
Who May Apply:	Qualified employees of the Monroe County Department of Human Services
Salary:	\$58,330 – \$75,222 annually
Employment Opportunities:	The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.

#### Minimum Qualifications:

Candidates must be permanently employed in the competitive class at the **Monroe County Department of Human Services** and must have served continuously on a permanent basis for **twelve (12) months** holding the position of **Senior Energy Program Coordinator, Supervising Examiner, Supervising Social Services Investigator, Child Support Enforcement Supervisor, Program Coordinator of CSEU or Community Homeless Coordinator** OR **twenty-four (24) months** holding the position of **Senior Social Services Investigator** OR **thirty-six (36) months** holding the position of **Senior Examiner, Senior Examiner-Bilingual, Child Support Investigator, Supervising Eligibility Evaluator, Senior Energy Program Evaluator, Senior Emergency Housing Specialist or Social Services Investigator** immediately preceding the date of the written examination. In addition, candidates must meet the following open-competitive qualifications:

#### EITHER:

- A) Graduation from a regionally accredited or New York State registered college or university with a Master's degree in Public or Business Administration, Public Health, or a human services or behavioral science\* field, plus one (1) year paid full time or its part time equivalent\*\*\* administrative or supervisory experience in human services, \*\* social casework or social welfare; OR,
- B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Public Administration, Public Health, or a human services or behavioral science\* field, plus two (2) years paid full time or its part time equivalent\*\*\* experience in human services,\*\* social casework or social welfare, one (1) year of which must have been in an administrative or supervisory capacity; OR,
- C) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree, plus three (3) years experience as defined in (B) above, one (1) year of which must have been in an administrative or supervisory capacity; OR,
- D) Any equivalent combination of education and experience as defined by the limits of (A), (B) and (C) above.

\*Human services includes, but is not limited to, Social Work, Social Welfare, Counseling, Educational Psychology, Industrial and Labor Relations. Behavioral sciences include but are not limited to psychology, sociology and anthropology.

**\*\*Human services experience** is defined as experience in an organization whose function is to provide assistance to individuals in need. Human service agencies are involved in the delivery of social, economic or emotional support services to people in our society who are having difficulty coping with the pressures and strains of life. Experience must involve direct contact with clients in need of services and requires judgment on the part of the individual in dealing and responding to the client.

Any person, otherwise meeting the requirements for an examination, who was laid off from an agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing the application, such person should be sure to indicate his/her present employment and/or the title and location of his/her last permanent employment in the municipality.

**Special Requirements:**

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

**\*\*\*** part-time equivalent experience is as follows:

- 0-9 hours per week = no credit
- 10-19 hours per week = 1/4 (one-quarter) of full-time work
- 20-29 hours per week = 1/2 (one-half) of full-time work
- 30 hours or more per week = full-time work

Work experience must be paid full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

**Description of Duties:**

This is a management position in the Department of Human Services responsible for developing and implementing procedures and practices for the effective and efficient delivery of Financial Assistance programs offered to eligible residents in Monroe County. General supervision is provided over administrative financial assistance functions of the financial assistance division such as organizational management, customer service delivery, and performance management. The employee reports directly to and works under the general supervision of the Director of Financial Assistance with wide leeway allowed for the exercise of independent judgment. General supervision is exercised over subordinate staff.

**Scope of Examination:**

The **written, multiple-choice test** will cover knowledge, skills and/or abilities in such areas as:

1. Administrative supervision

These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

2. Administration

These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.

3. Educating and interacting with the public

These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.

4. Preparing written material

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and

comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

#### 5. Understanding and interpreting written material

These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

#### **Calculators and Reference Materials:**

Most civil service written tests do not require the use of a calculator or slide rule. However, the use of calculators is **ALLOWED** for this exam. Candidates have the option of bringing a hand-held, quiet, battery or solar-powered arithmetic calculator or a slide rule to the test room. Candidates will not be permitted to use calculators containing spell check, dictionary, language translator, address or telephone book, personal digital assistants, or typewriter keyboard features, or any similar devices. You may not bring books or other reference materials.

This written examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

### ----- BASIC CIVIL SERVICE INFORMATION -----

#### **Applications:**

If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

**Candidates must record the Exam Number and Title on the Application.**

#### **Seniority:**

Seniority points will be added to the score of every passing candidate at the rate of one (1) point for each appropriate five (5) year period for each year of continuous permanent service calculated to the date of original entry in the permanent classified service in accordance with the following schedule.

Less than 1 year .....	0 Points
1 year up to 6 years .....	1 Point
Over 6 years up to 11 years .....	2 Points
Over 11 years up to 16 years .....	3 Points
Over 16 years up to 21 years .....	4 Points
Over 21 years up to 26 years .....	5 Points

Seniority points will be calculated at the time of examination.

#### **Certifications and Appointments:**

The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence.

#### **Veteran's Credits:**

Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with Veterans Affairs. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

#### **Active Military Members:**

Special testing arrangements may be available to applicants who are active military members. For further information contact the Monroe County Department of Human Resources before submitting an application.

#### **Special Arrangements for Examination:**

If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)], if you have a disability that requires special accommodations for you to participate in an examination, or if you require any other kind of

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(Monroe County Department of Human Services)**

special accommodations, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

**Multiple Exam Takers:**

Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a cross-filer form.**

Candidates taking more than one (1) exam in different exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Candidates taking more than one (1) exam in the same exam series will be allowed up to the specified length of time for each exam. Example: If you are taking two (2) exams in the same series with a maximum time of five (5) hours for each exam, you can spend no more than five (5) hours to complete both exams.

**Admission to Examination:**

All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice to appear for the examination three days before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

**Issue Date: January 14, 2015**